

Department of State

Serving Delaware & the World • Jeffrey W. Bullock, Secretary



Performance Measures

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Chief Deputy Secretary of State

Performance Measures

What Gets the Money

What the Administration Cares About

What Gets the Simple Headlines

What Drives Systemic Improvement

What Does a Department of State Do Anyway?

Archives, Arts, Bank Commissioner, Commission for Women, Corporations, Government Information Center, Historical & Cultural Affairs, Human Relations, International Trade, Libraries, MERB, PERB, Public Integrity Commission, Professional Regulation, Public Advocate, Public Service Commission, Veterans Commission, Veterans Home



Bank Commissioner



International Trade



PUBLIC EMPLOYMENT
RELATIONS BOARD



Professional
Regulation



Veterans Home

What Does a Department of State Do Anyway? (continued)

Board of Pardons, Notary Public, Delaware Stadium Corporation, Diamond State Port Corporation, Open Space Council, etc.



Budget Book Performance Measures

- **Generate Revenue & Promote Economic Growth**



- *Revenues, Bank Licenses, Incorporations, Exports*

- **Promote & Preserve History, Art and Culture**



- *Arts patrons, Museum Visitors*

- **Promote Citizen Access to Information**



- *Archive visitors, library cardholders, unique website visitors*

Budget Book Performance Measures

- Provide Services to Veterans and their Families



Veterans Home

- *# of Vets Getting Services, Vets Using the Cemeteries, Veterans Home Residents*

- Promote Equal Opportunity and Protection



- *# of cases, # of public workshops*

- Provide Regulatory and Licensing Services to Protect the Public Welfare



Professional
Regulation



Division of the
Public Advocate



- *Number of licenses, Online services*

- Administer the State's public employment relations and ethics laws.



- *Caseload, Avg. case time*

Governor Markell's Priorities

The 3 “E’s”

Economic Growth

Educational Improvement

Efficient and Effective Government

Administration's Performance Measures

Economy – 1) More incorporations; 2) higher arts patronage; 3) full utilization of historic preservation tax credit

Education – 4) More library cardholders; 5) More children engaged in Department funded educational programs tied to state standards (archives, museums, arts, financial literacy and libraries)

Efficient and Effective Government – 6) Increased utilization of online transactions; 7) more partner sites displaying state-owned art, artifacts and archival materials

Headline Performance Measures



Corporations– Revenue, % of State Revenue,
New Formations, Number of Entities

Libraries – Cardholders, Computer Users, New
Construction Projects, New Services Launched

Driving Systemic Improvement



Balanced Scorecard– Customers, Products and Services, Organizational Effectiveness, Human Resources, Leadership and Governance, Financial

Process Metrics – Per capita library visits, borrowers, circulation, square footage, computers, turnover, electronic subscriptions, staffing, MLSs, reference requests, hours open, cost per circulation and hour open, etc.

Driving Systemic Improvement



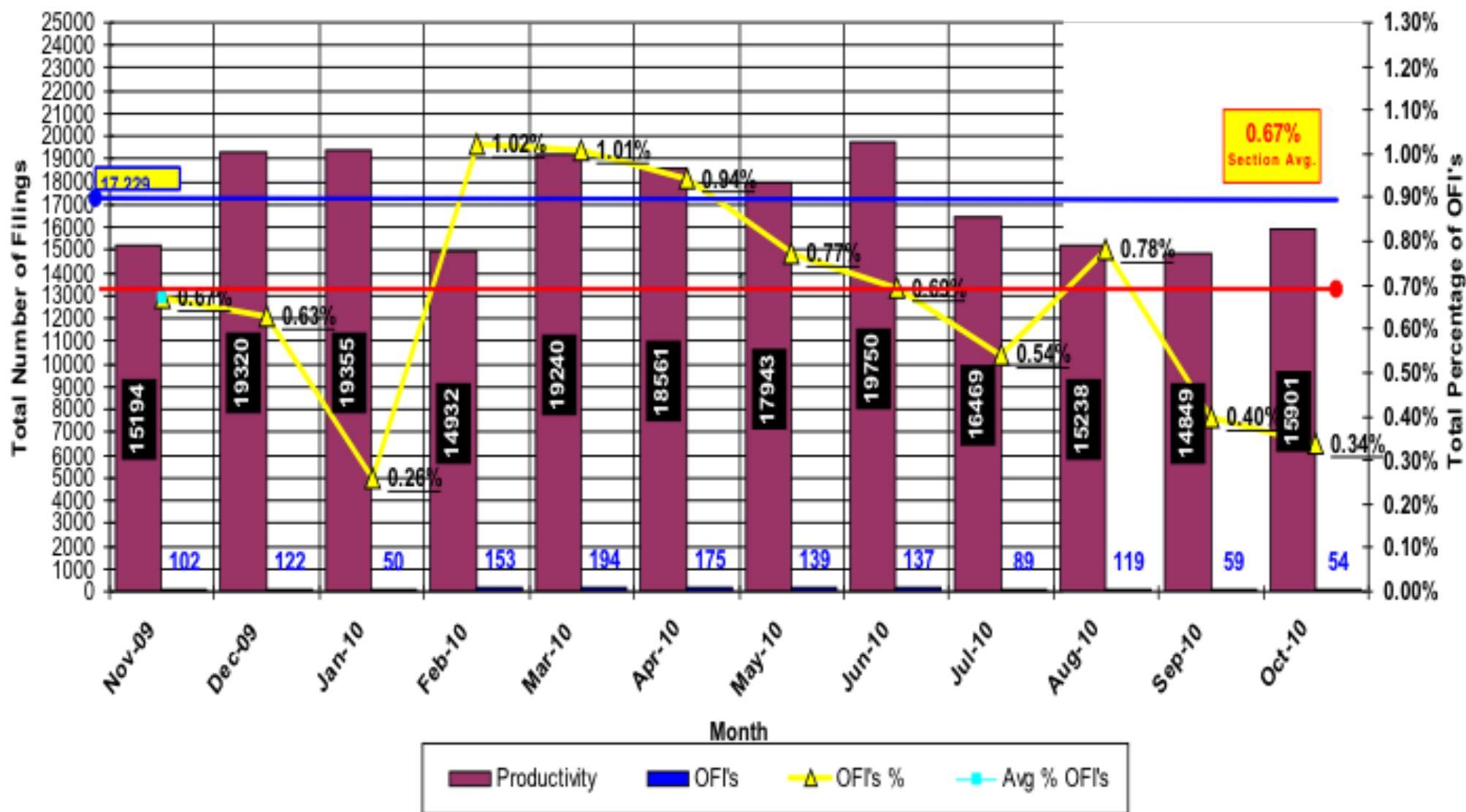
Scorecard– Financial, Customers, Process Improvement, Learning and Growth

Process Metrics – Revenues, customer satisfaction rates, average days backlog, throughput, documents suspended for non-compliance, # of phone calls, emails or live chats handled, abandonment rates, average phone call or live chat time, orders assigned, pages scanned, % tax paid online, error rates, % UCC filings online, employee satisfaction rates, etc.



Delaware Division of Corporations

Filings (days) Productivity/Quality
Nov. 2009 - Oct. 2010



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**Comments /
Questions?**